

MyRBH Portal Privacy Notice

The purpose RBH is processing your information is: to provide you with secure online access to your tenancy services including helping you view your tenancy and rent information, make payments and report or track repairs.

Our legal basis for doing this is: that it is necessary for delivering your tenancy services under Article 6(1)(b) the performance of a contract (your tenancy agreement).

As part of this process the following information may be obtained by RBH: Personal details, contact details, financial details, current and former RBH tenancy addresses and account information, payment history and your communication preferences.

As part of this processing your personal data may be shared with: repairs contractors for repair requests you raise. For any payments you make, your payment card details are processed by our secure payment provider, Capita Pay360.

Your personal information will then be kept on our records: 6 years after your RBH tenancy has ended.

You have a number of rights which we have to respect. One of these is a right to see all your personal information that RBH processes. For more information on your rights and for further information on how RBH protects your personal information please see the [RBH Privacy Statement](#).

If you are unhappy with how RBH processes personal information you may complain to the UK's regulator, the Information Commissioner's Office (ICO).

Web: <https://ico.org.uk/concerns/>
Phone: 0303 123 1113

RBH employs a Data Protection Officer (DPO) to ensure RBH protects your rights when processing your personal information. The DPO can be contacted in the following ways:

Email: DPO@rbh.org.uk
By letter: DPO, RBH, Unique Enterprise Centre, Belfield Road, Rochdale, OL16 2UP
By Phone: [0800 027 7769](tel:08000277769)